

**Terms of Reference for Temporary Appointment Contract**  
**Title: Fund Raising Associate (Digital)**

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**Level:** GS-6 (General Service Category)  
**Type of Contract:** Temporary Appointment  
**Duty Station:** Jakarta  
**Duration:** 364 days

**Background**

Private Fundraising and Partnership (PFP) Section is looking to accelerate its fundraising programme via digital acquisition to meet UNICEF's programme funding needs in Indonesia. The demand of digital transformation has been significantly increasing during the pandemic, admits the fragmented payment landscape in Indonesia. Therefore, due to complexity of payment landscape in Indonesia, PFP is looking to hire additional resources to support digital team meet its fundraising goals.

**Work Assignments:**

- 1. New payment options in digital payment identified, implemented and monitored**
  - Responsible in new digital payment option implementation projects, work with internal and external parties, including Banks, FinTech, and payment gateway vendors to deliver innovative and comprehensive payment in digital for donors.
- 2. Day-to-day maintenance, troubleshooting, and continuous improvement for online donation website and platform**
  - Responsible in ensuring a smooth online donation processing and tracking. Any errors and issue identified are addressed in a timely manner.
  - Working in close collaboration with donor management team to build a systematic approach to automate donation processing, maintenance, and tracking.
  - Assist the digital fundraising officer to ensure a secure digital payment processing in accordance to PCI compliance and UNICEF's policy.
- 3. Contribute to grow the numbers of individual pledge donor**
  - Work in close collaboration with digital team and other relevant team members to contribute on the overall digital payment product design to drive individual donor growth.
- 4. Cross collaboration with non-digital and partnership team to support custom donation payment channels on fundraising activity**
  - Support cross collaboration fundraising activities using digital payment / platform, i.e., custom donation payment channel, integration with telemarketing, etc.

**Qualification:**

- Completion of secondary education of IT and Computer Science. Having technical or university courses related to the work of the organization is desirable
- A minimum of 6 (six) years of progressively responsible in digital payments / payment gateway or in business development and projects management with particular focus on fundraising / technology activities is highly desirable.
- Experience in the AGILE / SCRUM environment is highly desirable
- Excellent interpersonal skills; culturally and socially sensitive; ability to work inclusively and collaboratively with a range of colleagues.
- Solid computer literacy, including proficiency in various MS Office applications (Excel, Word, etc.) and email/internet; familiarity with database management.
- Self-motivated, ability to work with minimum supervision; ability to work with tight deadlines.
- Fluency in English and Bahasa Indonesia is required.

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